Digital Culture Network

The Digital Culture Network is here to develop a sector of creative and cultural organisations and individuals who have relevant digital and data skills, knowledge, literacy and capacity to achieve their digital ambitions and harness the benefits of technology to enhance their mission and reach.

Working across key specialisms, our Tech Champions are on a digital journey.

We want you to be a part of it!

Digital Culture Network

Since the Digital Culture Network began, in **June 2019** we have delivered over **3550 support cases** to more than **1300 organisations**, of which **530 were National Portfolio Organisations**.

What we did in 22 – 23

Our team worked with more than **380 organisations and individuals** across all regions and artforms to deliver over **800 support cases**.

Cases by region:

Region	Cases
London	238
North	192
South East	165
South West	101
Midlands	87
Other	23
Greater London	7

"*I've been battling with linking up some coding between our website sales and Facebook ads for about a year now. Talking to web developers, box office providers and Facebook employees - but everyone I spoke to either couldn't help or offered confusing solutions that half worked.*

James helped me solve the issue within half an hour. I couldn't recommend the Digital Culture Network experts highly enough."

Kirklees Theatre Trust

Cases by specialism:

Specialism	Cases
Data Analytics and Insights	191
Digital Marketing and Strategy	113
Social Media	109
Search Engine Optimisation and Marketing	101
Website Design	100
Digital and Video Content	52
Email Marketing	52
CRM and Box Office Ticketing	46
eCommerce	40
Digital Accessibility*	9

* New specialism in March 2023

"With limited resources in the public libraries sector, receiving free professional advice has been invaluable.

Very practical & efficient too, bringing us immediate improvement & impactful long-term plan."

Surrey Libraries

Cases by ACE discipline:

Discipline	Cases
Visual Arts	148
Theatre	143
Not discipline specific	121
Combined Arts	103
Museums	80
Music	64
Other	43
Dance	42
Literature	34
Libraries	8

"Katherine was knowledgeable, honest and provided a specific, personalised overview of our eCommerce site.

Because she highlighted certain areas where sales had dropped off, we were able to start to identify the problems that need resolving, and she provided practical solutions on how to go about this, including a follow up email with another member of the DCN team.

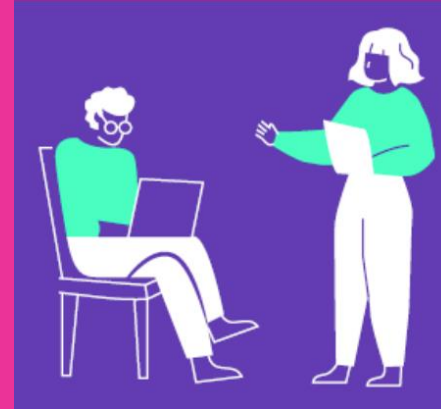*I would highly recommend a Teams session to gain a fresh perspective on how your organisation's eCommerce can be improved."*

Baltic Flour Mills Visual Arts Trust

Events and webinars

We've loved meeting representatives from organisations across the country at events and online

You've attended training days, workshops and webinars on a diverse range of topics including; Stop Broadcasting, Start Engaging and An Introduction to Google Analytics 4.

1,065

Webinar attendees

"Jacqueline was incredibly helpful. I knew what I needed to do but I was worried about getting it wrong, as I had not done it before.

Jacqueline gave me excellent advice and guidance, and I was able to complete the process with confidence. I can't recommend her and the DCN highly enough.

Having the expert DCN backup helped me to change this situation and the emails we send are now briefer and more punchy."
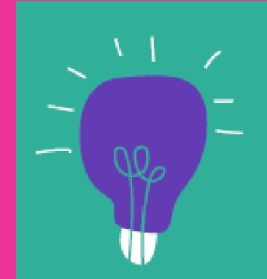
Equal Vision

You've given us a 96% rating In our 1:1 satisfaction survey

96%

Felt the information / advice received would have a positive impact on their organisation

91%

Were introduced to new ideas or solutions

96%

Have at least one action to take forward

"The call was immensely helpful. Ollie really took the time to listen and understand where we are currently, and followed up soon afterwards with an incredibly helpful summary email, pointing us in the direction of some great organisations and interesting links.

It's invaluable to have someone like Ollie who is able to connect different arts organisations together so that we can continue to develop and share the cultural heritages in the UK.."
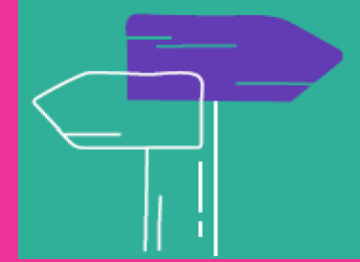
Royal Opera House

98% Said their tech champion was knowledgeable, professional, and gave relevant support

97% Said they were signposted to appropriate resources, event, and materials

Would recommend the Digital Culture Network to a peer or colleague

Thank you so much!

Thank you

Digital Culture
Network

digitalculturenetwork.org.uk

digitalnetwork@artscouncil.org.uk

twitter.com/ace_dcn

youtube.com/digitalculturenetwork